

# Northwell Health

## 2020 Great Place to Work Trust Index Results

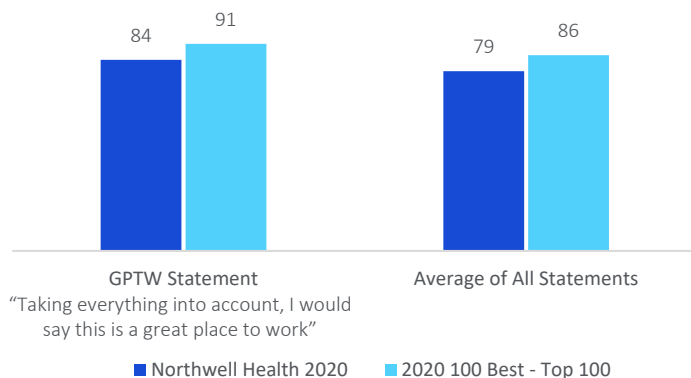
### Executive Summary



#### Survey Overview

The Trust Index survey is a critical component of our application to continue to be recognized as a Fortune 100 Great Place to Work. August 17th-31st, the survey was distributed to 5,000 team members across Northwell Health. Over the two week administration, 1,367 team members responded, which is a response rate of 27%.

#### GPTW Statement



- ✓ 84% of team members agreed that "Taking everything into account, I would say this is a great place to work", which is an increase of 2% compared to last year.
- ✓ On average, our scores increased by 1-2% across each focus area (e.g., equity, community, collaboration, fairness) compared to 2019.

#### Areas of Strength



- Team members feel a strong **sense of pride** and items in this area represent our most positive comparisons to the Best Companies.
- The most improved items further showcase the impact of the work Northwell has done to support our team members over the past several months.
- Team members are reporting that they feel more **supported psychologically and emotionally**, that Northwell cares about creating a **good working environment**, and that executive leadership embodies the best of Northwell.

#### Highest Performing Items

Item	% Fav
People here are treated fairly regardless of their sexual orientation	94
When you join the company, you are made to feel welcome	91
I'm proud to tell others I work here	90

#### Most Improved Items

Item	% Fav	Vs 2019
This is a psychologically and emotionally healthy place to work	73	+4%
Our executives fully embody the best characteristics of our company	82	+4%
Our facilities contribute to a good working environment	82	+4%

#### Areas of Opportunity



- Team members perceive favoritism in their work place and do not feel a fair sense of compensation.
- Greater transparency as well as fairness and equity in decision making may be a key focus area for our organization.
- Now, more than ever, it is imperative to continue to focus on not only the physical, but also the psychological safety, of our team members.

#### Lowest Performing Items

Item	% Fav
I feel I receive a fair share of the profits made by this organization	54
Promotions go to those who best deserve them	63
Managers avoid playing favorites	64

#### Most Declined Items

Item	% Fav	Vs 2019
People here are treated fairly regardless of their race	87	-3%
People celebrate special events around here	84	-2%
Management recognizes honest mistakes are part of doing business	74	-2%

#### Next Steps

Overall, organizational initiatives should consider three leverage areas based on key experience drivers for our team members: 1) fair sense of compensation, 2) career and professional development, and 3) approachable and transparent leadership. Survey results will be cascaded across the organization and communicated to leaders and team members. Combining findings with 2020 Engagement Survey results will provide a deeper understanding of the experience of our team members.